

Associate Governmental Program Analyst

Essential Task Rating Results

| | |
|----|--|
| 1 | Facilitate meetings with a variety of groups (such as management, staff, and internal and external stakeholders) to resolve problems, gather information, and/or promote organizational goals and objectives. |
| 2 | Collaborate with customers or clients to provide effective service and meet service expectations. |
| 3 | Direct and guide customers and stakeholders on various State processes (e.g. websites, tools, programs, application processes) to provide information and/or resolve issues. |
| 4 | Address problems or complaints regarding departmental and/or work unit policies, procedures, and/or services/products routinely in a calm, courteous, and tactful manner. |
| 5 | Interact with management, staff, and internal and external stakeholders, contributing to the overall efficiency and productivity of the work unit. |
| 6 | Calm and diffuse situations with difficult or upset individuals in the course of completing work assignments. |
| 7 | Facilitate or lead a work group or team to accomplish work assignment objectives and goals. |
| 8 | Participate in meetings with all levels of staff to provide consultative services, status reports and recommendations using handouts, audio/visual aids, and electronic data sources. |
| 9 | Respond to inquiries from legislative offices, government agencies, special interest groups and the general public in accordance with established policies and guidelines. |
| 10 | Write memos, letters, and correspondence to communicate with internal and external audiences. |
| 11 | Complete various forms and documents related to program or project activities. |
| 12 | Create forms and documents to collect and/or provide information related to various program or project activities. |
| 13 | Develop and edit instructional materials to clarify procedures such as work standards, project parameters, office procedures, and computer operations. |
| 14 | Write technical reports documenting project and program assignments and activities such as program evaluation results, research findings, progress reports and/or timeline and resource requirements for projects. |
| 15 | Edit documents and written materials (such as memos, letters, reports, procedures, and technical manuals) to ensure the accuracy and completeness of information presented. |

| | |
|----|--|
| 16 | Conduct research (e.g., internet, library) to retrieve and compile information and data for projects or assignments. |
| 17 | Collect documents and materials regarding program/departmental activities in response to specific inquiries from a variety of sources. |
| 18 | Read and interpret technical materials pertaining to departmental or program operations (such as policies and procedures, law, contracts, etc.) to apply information to program/project activities. |
| 19 | Analyze data collected to prepare summaries and other documentation for making recommendations and completing work tasks. |
| 20 | Organize and compile data and information into reports to ensure accurate and clear documentation. |
| 21 | Make recommendations to resolve problems or issues related to the completion of work projects or assignments. |
| 22 | Perform arithmetic computations (including addition, subtraction, multiplication, division, fractions) to process, summarize, verify, or present numerical data. |
| 23 | Calculate percentages, ratios, decimals, and proportions to process, summarize, or present numerical data. |
| 24 | Analyze and evaluate problems or issues related to the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans. |
| 25 | Establish work plans and timelines for the completion of work tasks, assignments, and projects. |
| 26 | Analyze and evaluate the effectiveness of programs, policies, or procedures to improve efficiency or make recommendations. |
| 27 | Provide status and progress reports of current work assignments to management, staff, and internal and external stakeholders. |
| 28 | Serve as liaison to coordinate communication between management, staff, and internal and external stakeholders to provide program information, answer questions, and address issues/problems. |
| 29 | Use word processing software to prepare memos, correspondence, and other documents and materials. |
| 30 | Use spreadsheet software to create, compile, compute, organize, and present data and statistics for use in reports and other tracking activities. |
| 31 | Use electronic database (information storage and retrieval systems) applications to enter, organize, track, and retrieve information. |
| 32 | Use email applications to communicate and/or schedule meetings. |
| 33 | Verify the completeness and accuracy of forms and documents. |
| 34 | Maintain records (e.g. personnel, unit, program, and or project) to monitor and track resources related to collection or allocation of specific functions, programs, and/or work activities. |